

APPENDIX 7: QUESTIONNAIRE

4:**INTRO (I)*****IF NOT AVAILABLE, ARRANGE CALL-BACK***

Hello, I'm ____ calling for DSHS, the Washington State Department of Social and Health Services. DSHS is interested in the opinions of Washington residents on subjects like programs for child abuse, the elderly, the disabled or welfare. They want to learn how to make DSHS work better. Is this. . . (READ PHONE NUMBER FROM BOTTOM OF SCREEN)? IF NO, SAY: Thank you very much, but I seem to have dialed the wrong number. It is possible that your number may be called at a later time. Is this a private home in Washington? IF YES, CONTINUE IF NO, SAY: Thank you very much, but we are only interviewing private residences in Washington. IF NOT IN WASHINGTON, CODE 61.

=> /INT08

si INT08>0

| | | | |
|----------------------------------------------------------------|----|---|-----------|
| Continue..... | 51 | D | => /LASTQ |
| 02 Arrange Call-Back-Definite Appt.-Not Screened | 02 | | => /NAME |
| 03 Not Available/Too Busy - Unscreened | 03 | | => /CALL1 |
| 04 No Answer | 04 | | => /CALL1 |
| 05 Answering Machine-Obvious Household or Unsure | 05 | | => /CALL1 |
| 06 Busy | 06 | | => /CALL2 |
| 10 Initial Refusal - Soft - Unscreened..... | 10 | | => /BYE1 |
| 12 Referred To Different Telephone #/Area Code..... | 12 | | => /MONTH |
| 13 Initial Refusal - Hard - Unscreened | 13 | | => /MONTH |
| 20 Disconnect | 20 | | => /MONTH |
| 21 Business/Group Quarters or Ans. Machine for them | 21 | | => /MONTH |
| 22 Fax-Modem Line-Pager | 22 | | => /MONTH |
| 23 Language Barrier | 23 | | => /MONTH |
| 24 Hearing, Physical Or Mental Barrier | 24 | | => /MONTH |
| 25 Residents Gone For Remainder Of Survey (not screened) | 25 | | => /MONTH |
| 40 Blocked Calls..... | 40 | | => /CALL1 |
| 41 Blocked Call Multiple Tries - Still Callable | 41 | | => /CALL1 |
| 50 NQ - Miscellaneous - To be determined | 50 | | => /MONTH |
| 61 NQ - Not in Washington | 61 | | => /MONTH |

5:**QB*****PRESS F7 FOR IF NEEDED STATEMENTS***

We need to scientifically select one adult who lives in your household to be interviewed. In order to make this selection, can you please tell me how many members of your household, including yourself, are 18 years of age or older? IF NEEDED: For this survey, households are first scientifically selected in the state, and then one adult is selected in each household to be interviewed. It is important to the accuracy of the study that those selected for the study participate, because this is what ensures that the results will represent the state as a whole.

\$E 1 18

=> /INT08

si SEL1>0

| | |
|---------------|----|
| One..... | 01 |
| Refused | 99 |

6:

INT05

THANK & TERMINATE

=> 1

si NOT QB=99

REFUSED NUMBER OF HOUSEHOLD MEMBERS 38 D => /MONTH

7:

INT06

PRESS F7 FOR IF NEEDED STATEMENTS

Are you the adult? IF YES: Then you are the person I need to speak with. IF NO, ASK: Is the adult a man or woman? May I speak with (him)/(her)? IF NOT AVAILABLE, ARRANGE CALL-BACK. WHEN ON LINE, SAY: Hello I'm _____ calling for DSHS, the Washington State Department of Social and Health Services. You have been chosen scientifically to be interviewed, and I'd like to ask your opinions regarding DSHS. IF REFUSED AT THIS POINT, CODE AS A SCREENED REFUSAL.

=> QC

si QB>1

| | | | |
|-----------------------------------------|----|---|-----------|
| Continue..... | 51 | D | |
| Arrange Call-back..... | 02 | | => /NAME |
| Respondent Not available/Too busy | 19 | | => /CALL1 |
| No answer | 04 | | => /CALL1 |
| Answering machine | 05 | | => /CALL1 |
| Busy | 06 | | => /CALL2 |
| Initial Refusal - Soft- Screened..... | 15 | | => /BYE1 |
| Initial refusal - Hard - Screened..... | 17 | | => /ATMPT |

8:

GENDR

RECORD GENDER

=> /INT08

si SEL1>0

| | |
|-------------|---|
| Male | 1 |
| Female..... | 2 |

9:

QC

How many of these adults are men and how many are women? ENTER
NUMBER OF MALES::

\$E 0 9

=> QMALL

si QB=01

| | | |
|---------------|---|--------|
| None..... | 0 | |
| Refused | 9 | => SET |

10:

QD

How many of these adults are men and how many are women? ENTER
NUMBER OF FEMALES:

\$E 0 9

=> QFALL

si QB=01

None..... 0

Refused 9 => SET

12:

INT10

THANK & TERMINATE

=> +1

si SET<1

REFUSED TO GIVE GENDERS OF HOUSEHOLD MEMBERS..... 39 D => /MONTH

17:

QDX

TOTAL NUMBER OF HOUSEHOLD MEMBERS <qb> DOES NOT AGREE
WITH TOTAL <add1> OF MEN <qc> WOMEN <qd> PRESS 1 TO GO BACK
TO HOUSEHOLD MEMBER SCREEN AND RECONFIRM NUMBERS.

=> +1

si QB==ADD1

TO GO BACK TO HOUSEHOLD QUESTION..... 1 => QB

20:

INT08

The person I need to speak with is the ...<sel1> WHEN ON LINE, SAY: Hello
I'm _____ calling for DSHS, the Washington State Department of Social and
Health Services. DSHS is interested in the opinions of Washington residents on
subjects like programs for child abuse, the elderly, the disabled or welfare. They
want to learn how to make DSHS work better. You have been chosen
scientifically to be interviewed, and I'd like to ask your opinions regarding DSHS.
PRESS F7 FOR IF NEEDED STATEMENTS

Continue..... 51 D => /LASTQ

Arrange call-back..... 02 => /NAME

Selected respondent not available/Too busy 19 => /CALL1

No answer 04 => /CALL1

Answering machine 05 => /CALL1

Busy 06 => /CALL2

Soft refusal..... 15 => /BYE1

Hard refusal 17 => /ATMPT

Language barrier..... 23 => /ATMPT

Hearing, physical, or mental barrier..... 24 => /ATMPT

Gone for remainder of survey 25 => /ATMPT

21:

QH

\$B

This interview is voluntary. Any information you give will be completely confidential. If I come to any question you prefer not to answer, just let me know and I will skip over it. This interview will take about 10 minutes to complete.

Continue..... 1 D

22:

QA1

First, I'd like to ask about family services. DSHS gives needy Washington families with children food stamps, medical insurance and medical care, and up to five years of welfare grants. DSHS helps these families find and keep jobs and they also make sure that child support payments get to children who are supposed to receive them. Did you know that these family services like food stamps, welfare grants, medical care, job services and child support enforcement were part of what DSHS does?

Yes 1
No 2
Some of them 3
Don't know 7
Refused 9

23:

QA2

Do you have any personal experience with any of these DSHS family services provided by the state?

Yes 1
No 2
Don't know 7
Refused 9

26:

QA3

MULTIPLE OK.

Did you get any of your experience with family services as part of your job, because you were helping yourself, a family member or a friend, or in some other way? NOTE: CODE 2 ENCOMPASSES CASES WHERE PERSON RECEIVED AID, WHETHER OR NOT HE SOUGHT IT OR NOT.

Part of my job 01
Helping myself/family member/friend..... 02
Other (SPECIFY):..... 97 O
Don't know 98 X
Refused 99 X

27:

QA4

READ 1-97. MULTIPLE OK.

Which of these does your experience with family services involve...

| | | |
|-----------------------------------------------------------------|----|---|
| Child support enforcement..... | 01 | |
| Medical care or medical insurance (DO NOT READ: Medicaid) | 02 | |
| Food stamps, cash grants or job services | 03 | |
| Or something else? (SPECIFY): | 97 | O |
| ----- | \$ | |
| Don't know | | |
| Refused | 99 | X |

28:

WORD

| |
|-----------------------------|
| => * si IF((QA2=1),1,2)) |
|-----------------------------|

Other than your own personal experience with family services, where.. 1
 Where..... 2

29:

QA5

READ

<word>have you heard about DSHS family services? Has it been from ...

| | | |
|------------------------------------------|----|---|
| Friends, relatives, acquaintances..... | 01 | |
| Newspapers..... | 02 | |
| Television | 03 | |
| or some other place (SPECIFY): | 97 | O |
| Nowhere in particular/can't recall | 00 | X |
| Don't know | 98 | X |
| Refused | 99 | X |

30:

QA6

I am now going to read several statements about DSHS family services. For each statement, I'll ask if you strongly agree, agree, or disagree, strongly disagree or feel neutral. The first statement is: It IS too difficult for families to get food stamps and welfare grants from DSHS.

Your choices are to: Agree or Strongly Agree that it IS too difficult for families to get food stamps and welfare grants. OR to Disagree or Strongly Disagree, meaning that you feel that it is NOT too difficult for families to get food stamps and welfare grants. Or you might be neutral --- somewhere in the middle.

| | |
|-------------------------|---|
| Strongly agree | 1 |
| Agree | 2 |
| Neutral | 3 |
| Disagree | 4 |
| Strongly disagree | 5 |
| Don't know | 7 |
| Refused | 9 |

31:

QA7

The next statement is: It is too difficult for families to get medical care and medical insurance from DSHS. Do you agree, disagree or feel neutral?

PROBE: Is that agree or strongly agree/ disagree/or strongly disagree?

| | |
|-------------------------|---|
| Strongly agree | 1 |
| Agree | 2 |
| Neutral | 3 |
| Disagree | 4 |
| Strongly disagree | 5 |
| Don't know | 7 |
| Refused | 9 |

32:

QA8

Next, DSHS gives food stamps and welfare grants too often to families who shouldn't get them. Do you agree, disagree or feel neutral? PROBE: Is that agree or strongly agree / disagree or strongly disagree?

| | |
|-------------------------|---|
| Strongly agree | 1 |
| Agree | 2 |
| Neutral | 3 |
| Disagree | 4 |
| Strongly disagree | 5 |
| Don't know | 7 |
| Refused | 9 |

33:

QA9

Next, DSHS gives family medical care and insurance too often to families who shouldn't get them. Do you agree, disagree or feel neutral? PROBE: Is that agree or strongly agree / disagree or strongly disagree?

| | |
|-------------------------|---|
| Strongly agree | 1 |
| Agree | 2 |
| Neutral | 3 |
| Disagree | 4 |
| Strongly disagree | 5 |
| Don't know | 7 |
| Refused | 9 |

34:

QA10

DSHS does a good job of serving needy families. Do you agree, disagree or feel neutral? PROBE: Is that agree or strongly agree / disagree or strongly disagree?

| | |
|-------------------------|---|
| Strongly agree | 1 |
| Agree | 2 |
| Neutral | 3 |
| Disagree | 4 |
| Strongly disagree | 5 |
| Don't know | 7 |
| Refused | 9 |

35:**QB1**

Next, I'd like to ask you about services for children and youth. DSHS investigates reports of child abuse and neglect, protects those children if needed, and provides foster and adoptive homes. DSHS helps at-risk mothers learn to care for their babies, and helps families deal with run-away and difficult teens. Also, DSHS operates homes, schools and parole for juveniles convicted of crimes. Did you know that these special services for children and youth involved with child abuse, crime and other risk factors are part of what DSHS does?

Yes 1
No 2
Some of them 3
Don't know 7
Refused 9

36:**QB2**

Have you had any personal experience with these DSHS services for children and youth provided by the state?

Yes 1
No 2
Don't know 7
Refused 9

39:**QB3**

MULTIPLE OK.

Did you get any of your experience with services for children and youth as part of your job, because you were helping yourself, a family member or a friend, or in some other way? NOTE: CODE 2 ENCOMPASSES CASES WHERE PERSON RECEIVED AID, WHETHER OR NOT HE SOUGHT IT OR NOT.

Part of my job 01
Helping myself/family member/friend 02
Other (SPECIFY): 97 O
Don't know 98 X
Refused 99 X

40:**QB4**

READ 1-97. MULTIPLE OK.

Which of these does your experience with children and youth services involve...

Juvenile rehabilitation for teens who have been in trouble with the law 01
Other children's services already mentioned, such as child abuse
protection or help for at-risk mothers and teens 02
Or something else? (SPECIFY): 97 O
----- \$\$
Don't know
Refused 99 X

41:

WORD2

=> *

si IF((QB2=1),1,2))

Other than your own personal experience, where 1
Where..... 2

42:

QB5

READ

<word2>have you heard about DSHS services for children and youth? Has it been from...

Friends, relatives, acquaintances..... 01
Newspapers..... 02
Television 03
or from some other place (SPECIFY):..... 97 O
Nowhere in particular/can't recall 00 X
Don't know 98 X
Refused 99 X

43:

WORD4

=> *

si IF((QA6<1),1,2))

Now, I am going to read to you a statement. I'll ask you 1
I have just one statement on this topic. Again, please tell me..... 2

44:

QB6

<word4>if you strongly agree, agree, disagree, strongly disagree or feel neutral with this statement: DSHS does a good job of serving children and youth.

AS NEEDED PROBE: Is that agree or strongly agree / disagree or strongly disagree?

Strongly agree 1
Agree 2
Neutral 3
Disagree 4
Strongly disagree 5
Don't know 7
Refused 9

45:

QC1

This next topic is about services for people with "special needs." DSHS serves people who need help because of physical or mental conditions or aging. For example, some people are deaf or blind, confined to bed or unable to walk. Others may have mental illness, Alzheimer's disease, developmental disabilities or mental retardation, or addiction to drugs or alcohol. Often, only low-income people can get these services. Services include medical care, mental health care, drug and alcohol treatment, welfare grants, food stamps, help finding and keeping jobs, and help caring for themselves, either in their own homes or in nursing homes or other institutions. Did you know that these services for people with special needs were part of what DSHS does?

Yes 1
 No 2
 Some of them 3
 Don't know 7
 Refused 9

46:

QC2

Do you have any personal experience with any of these DSHS special needs services provided by the state?

Yes 1
 No 2
 Don't know 7
 Refused 9

49:

QC3

MULTIPLE OK.

Did you get any of your experience with services for people with special needs as part of your job, because you were helping yourself, a family member or a friend, or in some other way? NOTE: CODE 2 ENCOMPASSES CASES WHERE PERSON RECEIVED AID, WHETHER OR NOT HE SOUGHT IT OR NOT.

Part of my job 01
 Helping myself/family member/friend 02
 Other (SPECIFY): 97 O
 Don't know 98 X
 Refused 99 X

50:

QC4

READ 1-97. MULTIPLE OK.

What type of special needs was your experience with, was it...

Needs relating to aging 01
 Developmental disabilities, including mental retardation 02
 Physical disabilities 03
 Mental health problems 04
 Drug and alcohol problems 05
 Or something else? (SPECIFY): 97 O
 \$\$
 Don't know
 Refused 99 X

51:

WORD3

=> *

si IF((QC2=1),1,2))

Other than your own personal experience, where 1
Where..... 2

52:

QC5

READ

<word3>have you heard about DSHS special needs services? Has it been from...

Friends, relatives, acquaintances..... 01
Newspapers..... 02
Television 03
or some other place (SPECIFY): 97 O
Nowhere in particular/can't recall 00 X
Don't know 98 X
Refused 99 X

53:

WORD5

=> *

si IF((QA6<1 AND QB6<1),1,2))

Now, I am going to read to you several statements about DSHS special needs services.

For each statement, I'll ask you if you strongly agree, agree, disagree,
strongly disagree or feel neutral..... 1
I have several statements, this time about DSHS special needs services.2

54:

QC6

<word5>The first statement is: It is TOO difficult for people with special needs
to get services like medical care, mental health care, drug and alcohol treatment,
help caring for themselves, and help finding and keeping jobs. Do you agree,
disagree or feel neutral?

AS NEEDED PROBE: Is that agree or strongly agree / disagree or strongly disagree?

Strongly agree 1
Agree 2
Neutral 3
Disagree 4
Strongly disagree 5
Don't know 7
Refused 9

55:

QC7

DSHS gives special needs services like medical care, mental health care, drug and alcohol treatment, help caring for themselves, and help finding and keeping jobs TOO often to people who shouldn't get them. Do you agree, disagree or feel neutral? PROBE: Is that agree or strongly agree / disagree or strongly disagree?

| | |
|-------------------------|---|
| Strongly agree | 1 |
| Agree | 2 |
| Neutral | 3 |
| Disagree | 4 |
| Strongly disagree | 5 |
| Don't know | 7 |
| Refused | 9 |

56:

QC8

It is TOO difficult for people with special needs to get welfare grants for living expenses and food stamps. Do you agree, disagree or feel neutral? PROBE: Is that agree or strongly agree / disagree or strongly disagree?

| | |
|-------------------------|---|
| Strongly agree | 1 |
| Agree | 2 |
| Neutral | 3 |
| Disagree | 4 |
| Strongly disagree | 5 |
| Don't know | 7 |
| Refused | 9 |

57:

QC9

DSHS TOO often uses special needs programs to give welfare grants and food stamps to people who shouldn't get them. Do you agree, disagree or feel neutral? PROBE: Is that agree or strongly agree / disagree or strongly disagree?

| | |
|-------------------------|---|
| Strongly agree | 1 |
| Agree | 2 |
| Neutral | 3 |
| Disagree | 4 |
| Strongly disagree | 5 |
| Don't know | 7 |
| Refused | 9 |

58:

QC10

DSHS does a good job of serving people with special needs. Do you agree, disagree or feel neutral? PROBE: Is that agree or strongly agree / disagree or strongly disagree?

| | |
|-------------------------|---|
| Strongly agree | 1 |
| Agree | 2 |
| Neutral | 3 |
| Disagree | 4 |
| Strongly disagree | 5 |
| Don't know | 7 |
| Refused | 9 |

59:

QD1

We have talked about many of the services that DSHS provides, including services to needy families, children and adolescents and persons with special needs. DSHS provides many other services, including licensing and certification for many facilities and workers who provide care to persons with special needs, and emergency help to refugees. When you think of ALL the things that DSHS does as a whole, would you agree or disagree or feel neutral that DSHS does a good job overall? PROBE: Is that agree or strongly agree/ disagree or strongly disagree?

Strongly agree 1
Agree 2
Neutral 3
Disagree 4
Strongly disagree 5
Don't know 7
Refused 9

60:

QD2

PROBE AND CLARIFY.

What changes do you think DSHS should make in how they serve needy families, children, youth and persons with special needs? IF HERE OR ANY TIME EARLIER MENTIONED " NEED FOR FUNDING OR STAFF OR "DSHS WORKERS ARE OVERWORKED/HAVE TOO MANY CASES /LESS WORK FOR STAFF" PICK EITHER CODE 94 OR 95 AS APPROPRIATE.

RECORD COMMENTS..... 01 O
DSHS needs more funding or more staff 94 X
DSHS workers are overworked/caseload too high/less work for staff.. 95 X
Don't know 98 X
Refused 99 X

61:

QE1

CLARIFY.

Finally, I have a few questions for background purposes. Have you ever worked for DSHS or an agency that contracted with or received payments from DSHS? NOTE: "RECEIVE PAYMENTS" COULD INCLUDE REST HOMES/LONG-TERM CARE.

Yes, DSHS 1
Yes, contracting agency 2
Yes, both 3
No 4
Don't know 7
Refused 9

62:

QE2

What is your age?

\$E 18 99

Don't know/Not sure 07
Refused 09

63:

QE2A

READ 1-7

In which of these age categories do you belong?

=> +1

si NOT QE2=07 09

18 to 24 1
25 to 34 2
35 to 44 3
45 to 54 4
55 to 64 5
65 to 74 6
Or 75 or older..... 7
----- \$
Refused

66:

QE4

Are you Hispanic or Latino?

Yes 1
No 2
Don't know/Not sure 7
Refused 9

67:

QE5

READ 1- UP TO 6 RESPONSES

What is your race, would you say . . .

White 1
Black or African American 2
Asian 3
Native Hawaiian or Other Pacific Islander 4
American Indian, Alaska Native 5
Or something else (SPECIFY:) 6 O
----- \$
Don't know/not sure
Refused 9 X

68:

QE6

Is your total annual household income from all sources above or below \$25,000?

IF NEEDED: Annual household income before taxes. IF DON'T KNOW/NOT

SURE, SAY: Just give me your best estimate.

Below \$25,000 1
\$25,000 or above..... 2 => QE6B
Don't know 3 => INCOM
Refused 4 => INCOM

69:**QE6A****READ 4-1**

Would that be. . .

| | | |
|-------------------------------------|----|----------|
| \$20,000 to less than \$25,000..... | 04 | => INCOM |
| \$15,000 to less than \$20,000..... | 03 | => INCOM |
| \$10,000 to less than \$15,000..... | 02 | => INCOM |
| Less than \$10,000? | 01 | => INCOM |
| ----- | | \$ \$ |
| Don't know | | |
| Refused | 99 | => INCOM |

70:**QE6B****READ 5-8**

Would that be. . .

| | |
|-------------------------------------|-------|
| \$25,000 to less than \$35,000..... | 05 |
| \$35,000 to less than \$50,000..... | 06 |
| \$50,000 to less than \$75,000..... | 07 |
| Or \$75,000 or over..... | 08 |
| ----- | \$ \$ |
| Don't know | |
| Refused | 99 |

72:**QE7****RECORD GENDER**

| | |
|-------------|---|
| Male | 1 |
| Female..... | 2 |

74:**INT01****\$E**

That's my last question. Everyone's answers will be combined to give DSHS information about Washington residents' opinions. Thank you very much for your time and cooperation.

| | | | |
|---------------------------|----|---|----------|
| Completed interview | 01 | D | => SKPAA |
|---------------------------|----|---|----------|

83:**F7**

READ IF NEEDED: * I work for Gilmore Research Group, a research firm in Seattle. Our company has been retained by the Washington State Department of Social and Health Services to conduct this study. * If you would like to call my supervisor to verify this information, you can call (800) 573-4478 ext.176 or 206-726-5582 collect. *If you would like to speak with someone at the Washington State Department of Social and Health Services to verify that our company is doing this study, you can speak with Nancy Raiha (Ray-ha)) during business hours (8am to 4:30pm) at 1-800-793-2567.

| | | |
|---------------|---|---|
| Continue..... | 1 | D |
|---------------|---|---|

